

# NCBD News

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## NCBD Sponsor Update

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### *2003 Sponsor Reports Completed*

NCBD 2003 Sponsor reports have been completed for the Commercial, Medicaid and SCHIP populations. Each of the reports was available for download through the NCBD Web site (<http://ncbd.cahps.org/Home/index.asp>) for a 30-day period. Sponsors who did not download their report will automatically receive an electronic copy via e-mail.

### *Changes to NCBD 2004*

Sponsors planning for 2004 should note the following changes:

- NCBD will collect CAHPS 3.0 data only.
- The data submission date is **July 1** for all populations – Commercial, Medicaid and SCHIP.
- NCBD will conduct sponsor/vendor training in January to ensure quality data submissions. We also urge sponsors to incorporate the data submission protocols into their contracts with survey vendors.

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## Volume Two of the 2003 Chartbook Released in December

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For 2003, NCBD is releasing two separate volumes of the Chartbook. Volume One, released on **September 15<sup>th</sup>**, contains cross-sector comparisons of Commercial, Medicaid, SCHIP, and Medicare Managed Care results for each of the composites and rating questions. Volume Two, scheduled for release in December, includes the same cross-sector comparisons but at the question item level. Both volumes will be available through the Web site at: <http://ncbd.cahps.org/pdf/NCBD2003Chartbook.pdf>.

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## Medicaid/SCHIP Vendor and Sponsor Training

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To help improve the quality and timeliness of submitted data, NCBD will conduct training sessions for Medicaid and SCHIP sponsors and their vendors in January 2004. NCBD will convene two 90-minute conference call sessions on Wednesday, **January 14<sup>th</sup>** and Thursday, **January 22<sup>nd</sup>**. Both sessions will begin at 1:00 p.m. EST. All Medicaid and SCHIP sponsors and their 2004 vendors are invited to participate.

The training sessions will include a combination of presentations and discussion. The major topics of presentations will include:

- Overview of NCBD 2004
- Review of Data Quality Problems
- Header Record
- Respondent Data
- Health Plan Characteristics Data
- Submission Process
- Questions/Answers

If you would like to participate, please contact NCBD to request conference call information at: [NCBD1@Westat.com](mailto:NCBD1@Westat.com).

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## 2003 Research Files Now Available

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Research files for the 2003 NCBD data (for Commercial, Medicaid, and SCHIP sectors) are now available for use by researchers that have received approval from the Executive Research Committee. An updated list of NCBD research projects is posted on the NCBD Web site at: [http://ncbd.cahps.org/pdf/2003\\_Summary\\_of\\_NCBD\\_Research\\_Projects.pdf](http://ncbd.cahps.org/pdf/2003_Summary_of_NCBD_Research_Projects.pdf). Guidelines and forms for submitting data access proposals are also available on the NCBD Web site.

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## CAHPS Improvement Guide Now Available

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The *CAHPS Improvement Guide* is a comprehensive resource for health plans and medical groups seeking to improve their performance in the domains of quality measured by the CAHPS surveys. This guide can help organizations better understand how to:

- Cultivate a culture that encourages and sustains quality improvement;
- Analyze the results of CAHPS surveys to identify strengths and weaknesses; and
- Develop strategies for improving performance.

**Practical Strategies:** The guide addresses the growing need of health care professionals to identify practical strategies for improving patients' experiences with care. Most of the guide describes ideas that plans and practices can adapt to their own circumstances. The description of each idea includes:

- An explanation of the problems that the strategy can address,
- An overview of the purpose of the strategy and how it can be implemented,
- A summary of pros and cons,
- Supporting evidence of its impact (where available), and
- A list of resources and literature that plans and practices can consult for more information.

This guide was developed by members of the CAHPS Consortium, under a grant from the Centers for Medicare and Medicaid Services. The guide can be downloaded from the CAHPS SUN web site at <http://www.cahps-sun.org/WhatsNew/WhatsNew.asp>.

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## NCBD Web Site

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Just a reminder to visit the NCBD Web site at <http://ncbd.cahps.org> to keep abreast of updates and new releases.